Meridian 1 PC Console Interface Unit Quick Reference Guide
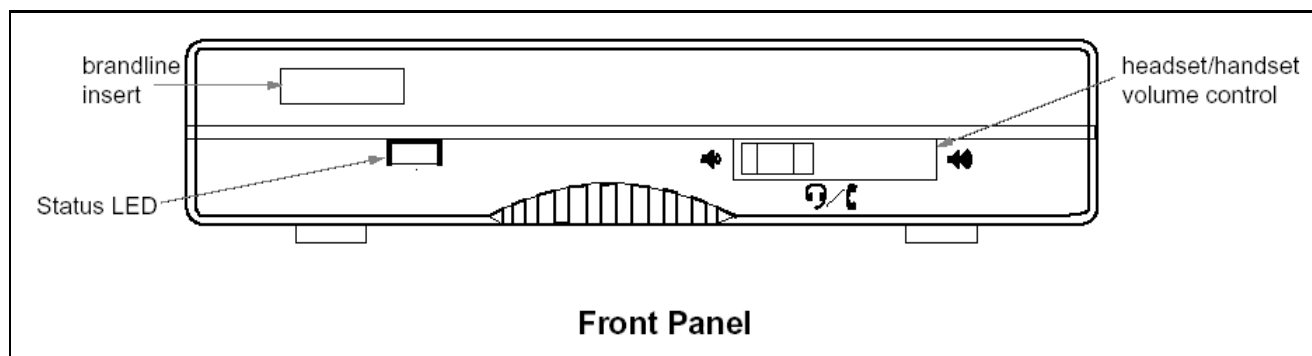
This quick reference guide describes the basic components of the Meridian 1 PC Console Interface Unit (PCCIU), and provides instructions for what you should do if your PC power fails, or the PCCIU does not work properly.

Note: The attendant cannot receive calls until your associated PC-based Console software application is up and running.

The front panel

The front panel of the Meridian 1 PCCIU contains the following:

- The **brandline insert**, which you can replace with your own company's logo.
- The **alerter speaker**, which lets you know when you have an incoming call.
- The **volume control**, which enables you to adjust the headset or handset volume.
- The **Status LED**, which indicates the current operating status of the PCCIU:
  - **Solid green** indicates that the PCCIU is working properly.
  - **Off** indicates that there is no power going to the PCCIU. Contact your system administrator.
  - **Flashing red** is a major alarm indicating that a system-related error has occurred at the Meridian 1 system. Contact your system administrator.
  - **Flashing green** indicates one of the following:
    a. PCCIU is in Night Service or Position Busy
    b. Power Fail Transfer (PFT) switch is in the incorrect position (Off)
    c. handset or headset is not connected properly
  - **Solid red** indicates that the PCCIU is not communicating with the PC properly. Contact your system administrator.
  - **Solid yellow** indicates that a failure occurred during the PCCIU self-test diagnostic routine. Contact your Nortel distributor.

Figure 1: Front panel of the PC Console Interface Unit

Front Panel

The back panel

The back panel of the PCCIU contains the Power Fail Transfer (PFT) switch, which enables you to answer calls directly from an M3900 Series Digital Telephone if the power fails. Refer to "Answering calls during a PC or power failure" on . The back panel also contains components used to install and troubleshoot the PCCIU.

**Figure 2: Back panel of the PC Console Interface Unit**
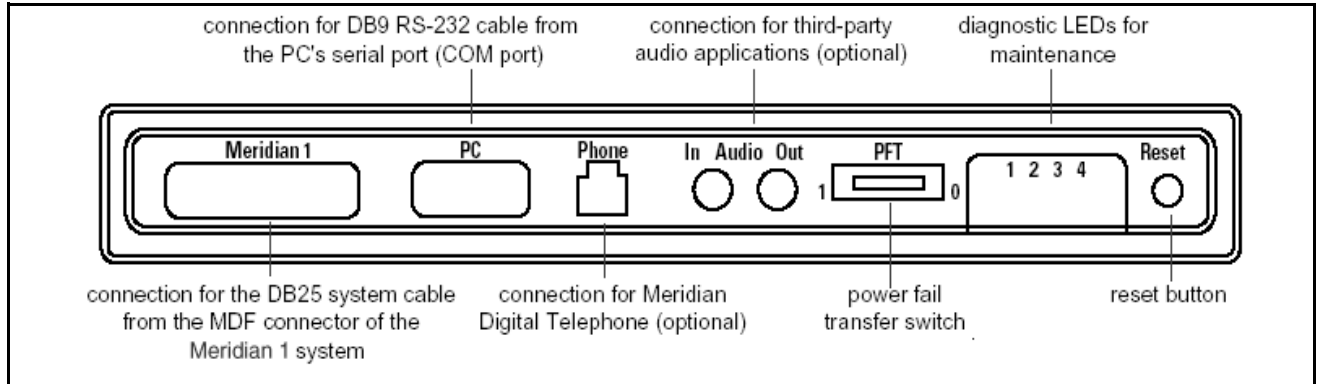
The side panel

A headset is attached to the RJ32 jack or a handset to the PJ327 two-prong connector jack on either side of the PCCIU.

Note 1: The PCCIU supports both amplified and non-amplified headsets.

Note 2: The PCCIU does not support carbon-type headsets or handsets. Contact your Nortel distributor for further information on headsets and handsets.

Figure 3: Side panel of the PC Console Interface Unit
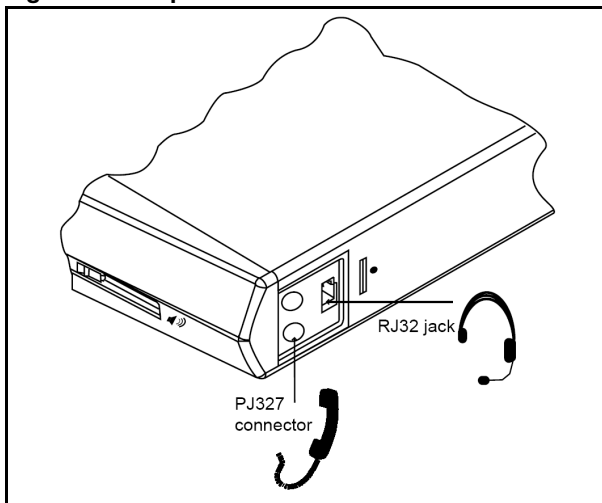
Night/Busy

To remove the PCCIU from service, remove the headset or handset from the PCCIU.

Note 1: Once the headset or handset is removed, incoming calls are directed to other consoles in the customer group or to alternate answering positions, if configured.

Note 2: Attaching the headset or handset to the PCCIU will not change the status to Idle mode.

Idle

To place the PCCIU in Idle mode, launch your PC-based Console software application and activate the Busy/Idle key.
The PCCIU status LED will light steadily when call processing may begin.

Note 1: Your PC-based Console software application must support the Busy/Idle key functionality.

Answering calls during a PC or power failure

If the PC power fails, switch the PFT switch at the back of the PCCIU from 1 (On) to 0 (Off). This places the PCCIU in Position Busy status.

Note 1: Once the PCCIU is in Position Busy status, incoming calls are directed to other consoles in the customer group or to alternate answering positions, if configured.

When the PC regains power, switch the PFT to 1 (On) and exit the Night/Busy position through the PC-based Console software application.
Alternately, you can remove the console from service by unplugging the headset or handset from the PCCIU. See "Night/Busy" on .
If you experience other problems, contact your system administrator.